

The Department of Justice Information Technology Services Division (DOJ ITSD) is a support organization. ITSD's mission is *"to support the fair administration of justice through quality technology services and information management."* The importance of our work is visible every day, at any hour, to the law enforcement and justice communities. It is also visible to those who conduct Montana driver or vehicle transactions, as well as over 700 Department of Justice employees.

SUPPORT AND SERVICE are responsibilities we take seriously. We deliver cost-effective quality service and technical leadership to ensure customer success. We believe excellence stems from making the effort to fully understand customer needs. Technical assistance and information management is our everyday job. It is our only job. We encourage our customers to take advantage of our expertise so they can pay total attention to their business.

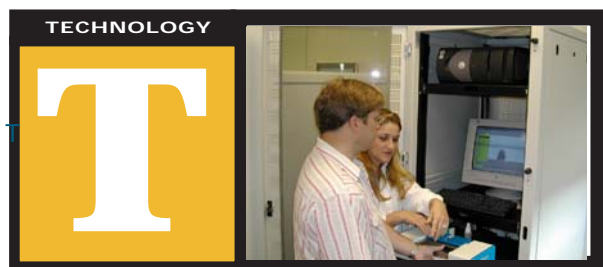
PEOPLE are key to our success. We hire the best and promote collaboration, personal initiative and accountability. Our leaders understand that people management skills lead directly to solid teamwork and exceptional customer service. ITSD's rewards come from having satisfied customers and performing high-quality work.

CUSTOMER-ORIENTED IT services are what ITSD provides through three cooperative bureaus. Although each ITSD bureau delivers a distinct service, it is the effective combination of all bureau services that allow us to successfully fulfill our mission.

Application Services Bureau (ASB)

We work closely with our customers to manage their information systems and provide software solutions. This process includes technology-enabled problem resolution, business systems analysis, project management, as well as software modification, testing and implementation.

Solving our customers' problem of complying with ever-changing state and federal business requirements is one of the Bureau's most common challenges. We meet these challenges by defining and implementing, in partnership with our customers, cost-efficient IT system solutions.



Criminal Justice Information Services Bureau (CJIS)

We gather, store and disseminate information vital to the public safety and criminal justice communities. We partner with local, state, federal and private agencies to provide accurate, timely and complete criminal justice information over secure networks. We ensure the integrity of the data and reliability of systems through progressive training, audit and end-user support programs.

The Bureau manages Montana's law enforcement telecommunications network, the state's criminal history record system, the state's fingerprint repository, a statewide active warrant file, and a concealed weapon permit registry. We also function as the clearinghouse for missing persons and serve as the point of contact and control agency for interstate record exchange with the FBI.

We provide identification services to criminal justice and authorized non-criminal justice users. The criminal justice identification services aid in solving crimes. The criminal record checks we provide to schools, volunteer organizations and other authorized recipients can help identify individuals with a propensity to commit crime, thereby, preventing crime and reducing victimization.

Support Services Bureau (SSB)

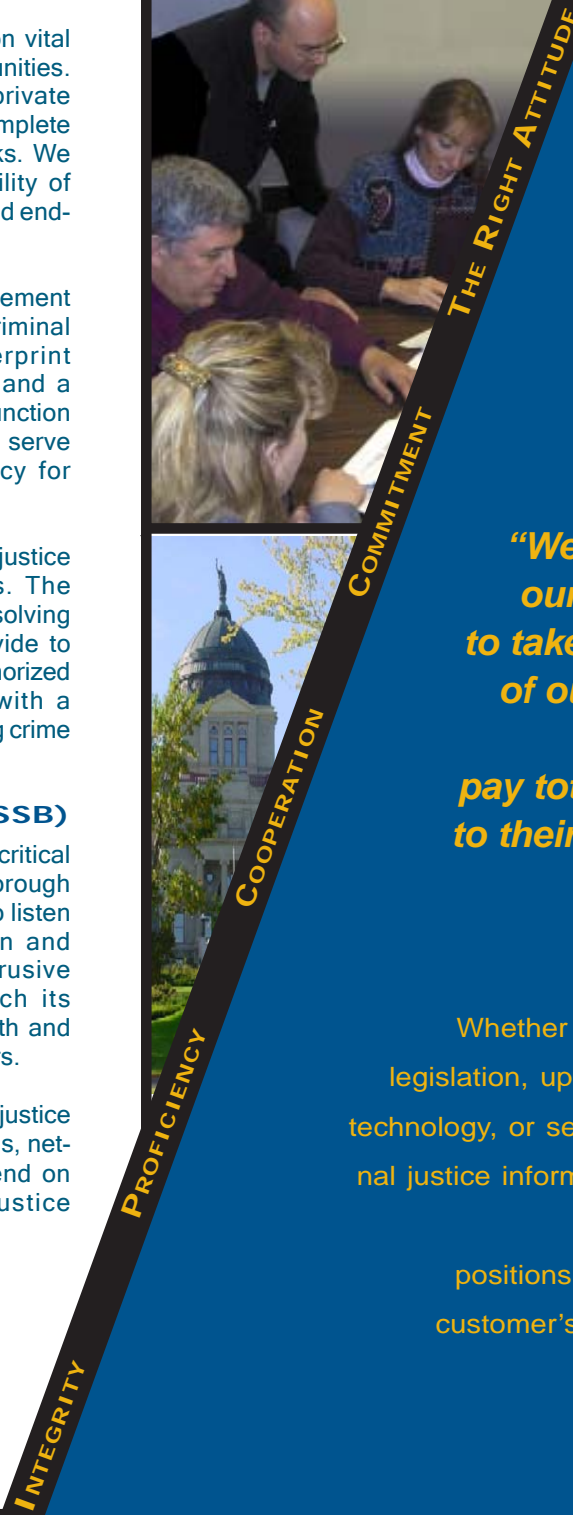
We build and proactively manage the DOJ's critical computing and network resources. Our thorough understanding of these resources allows us to listen to our customers' needs and then design and implement secure, seamless and non-intrusive solutions. The Bureau is able to stretch its organizational abilities by working closely with and leveraging vendor and state business partners.

Over 3,500 criminal justice and non-criminal justice customers across Montana rely on our systems, networks and vigilance. Many customers depend on critical 24x7 access to our criminal justice computing center.



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Whether it involves new legislation, upkeep of current technology, or serving the criminal justice information user, our team approach positions us to keep our customer's goals in sight.



Meeting Our Challenges

DOJ ITSD's recent notable accomplishments by our cross-bureau teams include:

- ◆ Partnered with the Motor Vehicle Division to implement business process changes to dramatically improve the speed and method of issuing vehicle titles and renewing registrations.
- ◆ Using a team approach, re-designed and developed the DOJ's award-winning website.
- ◆ Partnered with the Division of Criminal Investigation to provide citizens with internet access to the Sexual and Violent Offender Registry.
- ◆ Played a key role in establishing the Montana AMBER Alert system, which broadcasts information to the public in an effort to secure the safe, timely return of abducted children.
- ◆ Implemented the FBI National Crime Information Center (NCIC) 2000 initiative to standardize gathering of crime data nationally.
- ◆ Established a web-based, on-line certification and learning system for Criminal Justice Information Network (CJIN) users.
- ◆ Automated the process for broadcasting real-time Homeland Security alerts across the Montana CJIN state law enforcement network (same network used by FBI to share Gang/Terrorist and related files).
- ◆ Implemented an electronic fingerprint processing system with the FBI that greatly reduces the time required to positively identify criminal offenders.

DOJ ITSD staff are also valued members on many national and state boards and committees charged with recommending changes in policy, procedures and technology to improve public safety and government efficiency.



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DOJ ITSD is proud to serve all Divisions within the Department of Justice:

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|--|---------------------------------------|
| Attorney General's Office (AGO) | Forensic Science Division (FSD) |
| Central Services Division (CSD) | Gambling Control Division (GCD) |
| Division of Criminal Investigation (DCI), including Montana Law Enforcement Academy (MLEA) | Legal Services Division (LSD) |
| | Montana Board of Crime Control (MBCC) |
| | Montana Highway Patrol (MHP) |
| | Motor Vehicle Division (MVD) |

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the fair administration of
justice through quality
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